DOCUMENT RESUME

ED 208 829 IR 009 737

AUTHOR McLane, Sara; Waesche, Betty
TITLE Spokane Community College Library Public Services Handbook. (Procedures/Policies for Student Assistants).
INSTITUTION Spokane Community Coll., Wash. Library.
PUB DATE Jun 81
NOTE 42p.; For related documents, see IR 009 736-739.

EDRS PRICE MF01/PC02 Plus Postage.
DESCRIPTORS Check Lists; *College Libraries; Flow Charts; Guidelines; *Library Circulation; *Library Personnel; Library Role; *Library Skills; Position Papers; Two Year Colleges
IDENTIFIERS *Spokane Community College WA; *Student Assistants

ABSTRACT

Specific circulation desk procedures and policies which student assistants helped to create and for which they are responsible are listed. A checklist for students to use in assessing their skills and knowledge of procedures and locations is provided, as well as a list of 30 questions frequently asked by library patrons; answers are included. Policies for lending different types of materials such as magazines, college catalogs and telephone directories, records, tape recordings, head phones, cassette playback units, and engravers, indicate where these materials are checked out, what the loan period is, and the number of materials by type that can be checked out at one time. Procedures are also described for shelving materials; filing notices in the clearance file; taking daily statistics; establishing a hold; filing books and microfiche; issuing courtesy cards; retrieving, shelving, and sorting periodicals; shelving reserve materials; and checking in and out vertical file material. A flow chart for charging out books is included. (RBF)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED208829

U S DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
NATIONAL INSTITUTE OF
EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

SPOKANE COMMUNITY COLLEGE LIBRARY

PUBLIC SERVICES HANDBOOK

(Procedures/Policies For Student Assistants)

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

Betty K. Waesche

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

Sara McLane, Circulation Technician
Betty Waesche, Reference Librarian
June, 1981

IR009737

DO YOU FEEL THAT YOU CAN:

CHECK THE FOLLOWING MATERIALS OUT?
- Books
- Periodicals
- Vertical File Pamphlets & Modules
- Reserves
- Telecourses
- College Catalogs
- Headphones
- Cassettes
- Cassette Tape Players
- Engravers

CHECK ALL OF THE ABOVE MATERIALS IN?

ANSWER THE TELEPHONE, TRANSFER CALLS, AND TAKE MESSAGES?

ANSWER DIRECTIONAL QUESTIONS AS TO WHERE THINGS ARE IN THE LIBRARY?
- Magazine Reading Room
- Children's Collection
- Reserves
- Reference
- Indexes & Abstracts
- Law
- Oversize
- Vertical File
- Periodicals
- Cassette Tapes
- Audiovisual Department
- Film Library
- Typing Room
- Record Albums
- Restrooms
- Drinking Fountain
- Conference Room
- Preview Room
- T.V. Studio
- Copy Machine
- Offices for all Library Staff Members
- Reader's Guide
- College Catalogs
- Out-of-Town Phone Books
- Microfiche and Microfilm Collections
- Encyclopedias
- Dictionaries
- Atlases

ACCEPT MONEY FOR:
- Copy Machine
- Fines
- Lost Materials

Can you answer the following questions frequently asked by library patrons?

1. May I check out a record album?
2. May I check out this reference book?
3. May I use your phone?
4. Where is the nearest public telephone?
5. How many books may I check out?
6. May I check out the latest issue of "Newsweek?"
7. May I put a hold on this book? I think it's checked out.
8. Did anyone turn in a set of car keys?
9. May I get change for the bus here?
10. May I have $3.00 worth of dimes for the copy machine?
11. How does your security system work?
12. Where is the administration building?
13. I think this book is overdue. Is there any fine on it?
14. May I use the conference room at 1:00 this afternoon?
15. Where is the bookstore?
16. Which magazines does the library subscribe to?
17. What hours are you open?
18. May I use my SCC card to check material out at SFCC?
19. Do you know if the SFCC library is open on weekends?
20. If you don't have this book that I need, can you order it for me from another library?
21. Where is the nearest mailbox?
22. I checked this book out at the Public Library. May I return it here?
23. I'm not a student here, but can I check out this book anyway?
24. My dog ate the book that I checked out yesterday, and it's completely ruined. How much do I owe you?
25. I need as much information as possible on solar heating. Can you help me?

26. I know that Gonzaga has a copy of the book I need. Would you call them for me and have them send it here?

27. I looked under "Nutrition" in your subject catalog, and couldn't find what I needed. What should I look under next?

28. Do you have a copy of last Sunday's Spokesman Review?

29. Do you have a catalog for North Idaho College?

30. Where are your books on gardening?

PLEASE READ ALL OF THE ANSWERS CAREFULLY!

1. Record albums are ordinarily not checked out. If the student needs the record for a class project, it may be checked out with the approval of his/her instructor and the multi-type resources technician.

2. Reference books are checked out only with the approval of one of our librarians, and then only for a very short period of time, usually overnight. This is also true for books from the Law Collection, the Indexes and Abstracts area, and the Atlas case.

3. Only if it's an emergency. We have requested a public phone for the library, but the telephone company doesn't think that SCC needs another one.

4. The nearest pay phone is in the lobby area of the Lair, just outside the bookstore.

5. We do not currently have a limit on the number of library items that may be checked out at one time.

6. No, the latest issues of all magazines are to be kept in the reading room until the next issue arrives. If a patron's situation seems desperate, however, refer him/her to a library staff member.

7. First check to be sure that the book really is already checked out. Then have the patron fill out a "hold" form, and attach it behind the circulation card with a paper clip. When the book is returned, we will notify the person who is waiting for it, usually by phone. If you cannot find a card showing that the book is checked out, however, fill out a "search" form instead. Put the patron's name and telephone number on the back of the form, and give it to the circulation technician.

8. We do have a lost & found drawer behind the circulation desk. Ask someone to point it out to you if you don't already know where it is. If you don't find whatever the person has lost, tell them that there is also a lost & found in the Student Activities Office in the Lair (beside the game room).

9. Yes, as long as we have sufficient change in the cash drawer. If they need change for a large bill, however, chances are they will have to go to the Cashier's Office in the Administration Building.

10. If someone needs more than about ten copies, we prefer to let them use our "auditron," or key, and they can pay us here at the desk. Ask a staff member to show you how this works. Also, the copy machine will give change for a quarter, and it will accept two nickels as well.

11. Do not explain our system to anyone--students, staff, and faculty included. If asked, be polite, but tell the person that you have been asked not to discuss it. As always, feel free to refer any "problem" patrons to a staff member.

12. The S.C.C. Adminsitration Building is the gray building next door that you can see out the front door of the library. The District 17 Administration Building is the red brick building at the far north end of campus. Be sure you know which one the person is looking for!

13. The fastest way to check is to look in the "Overdue File" under the patron's last name. If there is not a notice in the file, there should not be a fine due. If there is a notice in the file, there will be a fine due. There is a $1.00 charge for materials that are eight days late, increasing to $2.00 after the material is 22 days late.

14. There is a green 3-ring binder on the circulation technician's desk, labeled "Conference Room Bookings". As long as no one else has anything scheduled, you may assign either the large or small conference room to any campus group or class. Refer off-campus users to a staff member, as there are forms that will need to be filled out. We cannot schedule either conference room more than two weeks in advance, and no person or group may schedule the room for an entire quarter.

15. In the Lair.

16. There are copies of a booklet titled S.C.C. Guide To Periodicals located throughout the library. It lists which periodicals we subscribe to, along with which issues we have. Take a look at one so that you will be familiar with how it is set up.

17. We are open from 7:30 a.m. to 9:30 p.m. Monday through Thursday, and 7:30 a.m. to 4:30 p.m. on Friday. We are closed weekends. Our hours are posted on a sign on top of the circulation desk.

18. Yes. Students, faculty, and staff from S.C.C. can use the library at S.F.C.C. and vice-versa.

19. Yes. The S.F.C.C. library hours are: 7.30 a.m. to 10.00 p.m. Monday through Thursday, 7:30 a.m. to 4:00 p.m. on Friday, closed on Saturday, and open 1:00 p.m. to 7:00 p.m. on Sunday. These hours are posted on the back of our hours sign at the circulation desk.

20. Possibly. We have access to most of the libraries in Washington, and many in other states as well, through our WLN computer terminal. Give the person a copy of the interlibrary loan samples sheet, and have them fill out an interlibrary loan request form (blue form is for books, yellow is for periodicals). Be sure to point out that it takes at least ten days to get material from another library. Next, give the completed form(s) to the Reference Librarian, who will do a computer search for the material. Tell the patron to check back the next day to see whether we were able to order the material or not. If we find that a local library has the material, it would be faster for the patron to actually go request the material at that library. Generally, however, if the patron needs the material right away, it would be best to refer them to the Reference desk, where a librarian could help them find similar material here in our library.

21. The only U.S. mailbox on campus is outside Old Main, by the Mission Street entrance.

22. Yes. We have a courier service which travels to SCC, SFCC, Spokane Public Library, Spokane County Library, EWU, and Whitworth. Our patrons may return SCC books at any of these locations, and we can accept books belonging to the other libraries. If someone turns in a book belonging to another library, simply give it to the circulation technician, and she will mail it to the proper place.

23. People who are not SCC/SFCC students, faculty, or staff members may check materials out if they fill out a courtesy card application. They must have identification showing their current address, and the application must be approved by a library staff member.

24. Generally, the price for replacing a book is the cost of the book plus a $5.00 processing fee. A library staff member will probably have to compute this, as it is often difficult to determine the book price.

25. Most reference-type questions, especially ones as specific and as time-consuming as this would be, should be referred to the librarian on duty at the Reference Desk. There are many sources available that you may not know of, so please don't hesitate to refer a patron to a library staff member. The longer you work here, the more familiar you will become with different aspects of library research. Eventually you may be able to help patrons with simple reference questions, but remember that their grades may depend on the quality of help they receive here in the library!

26. No. Have the person fill out an interlibrary loan form, and tell them that it may take several days to get the book. Give the form to the Reference Librarian, who will contact a library owning the desired book. Never try to call for a book yourself, as there are strict rules and procedures which must be followed when dealing with other libraries.

27. If you understand how to use the Library of Congress Subject Headings (the large red volumes on top of the card catalog) you could help this patron find similar terms to look under in our subject catalog. Otherwise, you should refer this patron to a library staff member.

28. Current issues of newspapers are in the magazine reading room. We keep older issues for three months. These are stored in the last section of the moving periodical stacks in the multi-type resource area of the library.

29. We do have many college catalogs in the multi-type resource area of the library. They are in boxes labeled according to state. If you don't find the one you need, we also have catalogs for all of the schools in Wash., Ore., Calif., Montana, and others on microfiche reader. We also have microform reader-printers available at 10¢ per sheet if the patron would like to copy part of a particular catalog.

30. There is a sheet at the circulation desk which lists the classifications in the Dewey Decimal System. You could also check the subject section of the card catalog, or check with a staff member. You aren't expected to memorize the Dewey Decimal System, so don't hesitate to ask for help.

MULTI-TYPE RESOURCE AREA - At a glance

Spokane Community College Library
Resource Technician: Charlotte Bageant

Magazines: Check out at Circulation Desk
Loan Period: 1 week
Number of titles per patron: no limit

College Catalogs and Telephone Directories: Check out at Circulation Desk
Loan Period: 1 week
Number of titles per patron: no limit

Records: Do not circulate

Tape Recordings (cassettes): Check out from Multi-Type Resource Area
Loan Period: 1 week
Number of cassettes per patron: no limit.

Head Phones: Leave ID card in exchange for set in Multi-Type Resource Area
Number of Head Phones per ID card: 1

Cassette Playback Units & Engravers: Check out from Multi-Type Resource Area
Loan Period: 1 week
Number of Recorders per patron: 1

MATERIALS CIRCULATING WITHIN MULTI-TYPE

RESOURCE AREA

Policies

CASSETTE PLAYBACK UNITS & ENGRAVERS: Loan Period: 1 week
Number of Recorders per patron: 1

COLLEGE CATALOGS AND TELEPHONE DIRECTORES: Loan Period: 1 week
Number of titles per patron: no limit

HEADPHONES: Leave ID card in exchange for set.
Number of Headphones per ID card: 1

RECORDS: Do not circulate outside Multi-Type Resource Area

TAPE RECORDINGS (CASSETTES): Loan Period: 1 week
Number of cassettes per patron: no limit

PERIODICALS:

Periodicals are checked out at the Circulation Desk for a period of one week. They can be renewed by phone. There is no limit to the number of periodicals a patron can check out, unless restrictions have been placed on a title by an instructor.

Periodicals which have been placed on Reserve are shelved at the Circulation Desk.

Patrons are welcome to browse through standing files of given titles, if they ask to do so. An approximation of the number of issues examined is noted on a periodical request slip along with periodical title.

It is the policy of the library to keep all request slips for purposes of statistics on use.

The ABC's Of Circulation!

ANSWERING THE TELEPHONE

1. Telephone rings

2. Push the button that is slowly flashing.

3. Pick up the receiver.

4. Say "S.C.C. Library, student speaking, may I help you?"

5. If for any reason you must leave the telephone (to find the person who is wanted on the phone; to look up information that the caller needs; to obtain a staff member's help in answering the caller's questions; to answer another line; etc.): ask the caller if they would please hold for a moment, then push the red "hold" button on the front of the telephone. You may hang up the receiver if you wish. The button for the line that you are holding will be flashing very quickly. When you are ready to get back to this caller, simply lift the receiver, then push the button in again, and you will be reconnected.

6. If you must leave the caller on hold for any length of time, be sure to ask them if they mind holding. If they would rather not be put on hold for very long, ask for their name and telephone number, and tell them that we will call them back as soon as possible.

BOOKS, CHECK-IN

1. Pick up book out of book return.

2. Open up book and locate the pocket.

3. Look at the call number on the pocket of the book.

4. Go to the circulation file and locate the book card that has the number that corresponds with the call number on the pocket.

5. Take out the book card, checking that the author & title match on both the book card and the book pocket. Put pad card in the circulation tray with the other pad cards. Also make sure the patron's name matches on the book card and the pad card.

6. Put the book on the book truck to be shelved.

BOOKS, CHECK-OUT

1. Ask student for his/her ID card and check the registration hold list.

2. Put ID card in the charging unit.

3. Take the book card out of the pocket of the book and put it in the charging unit.

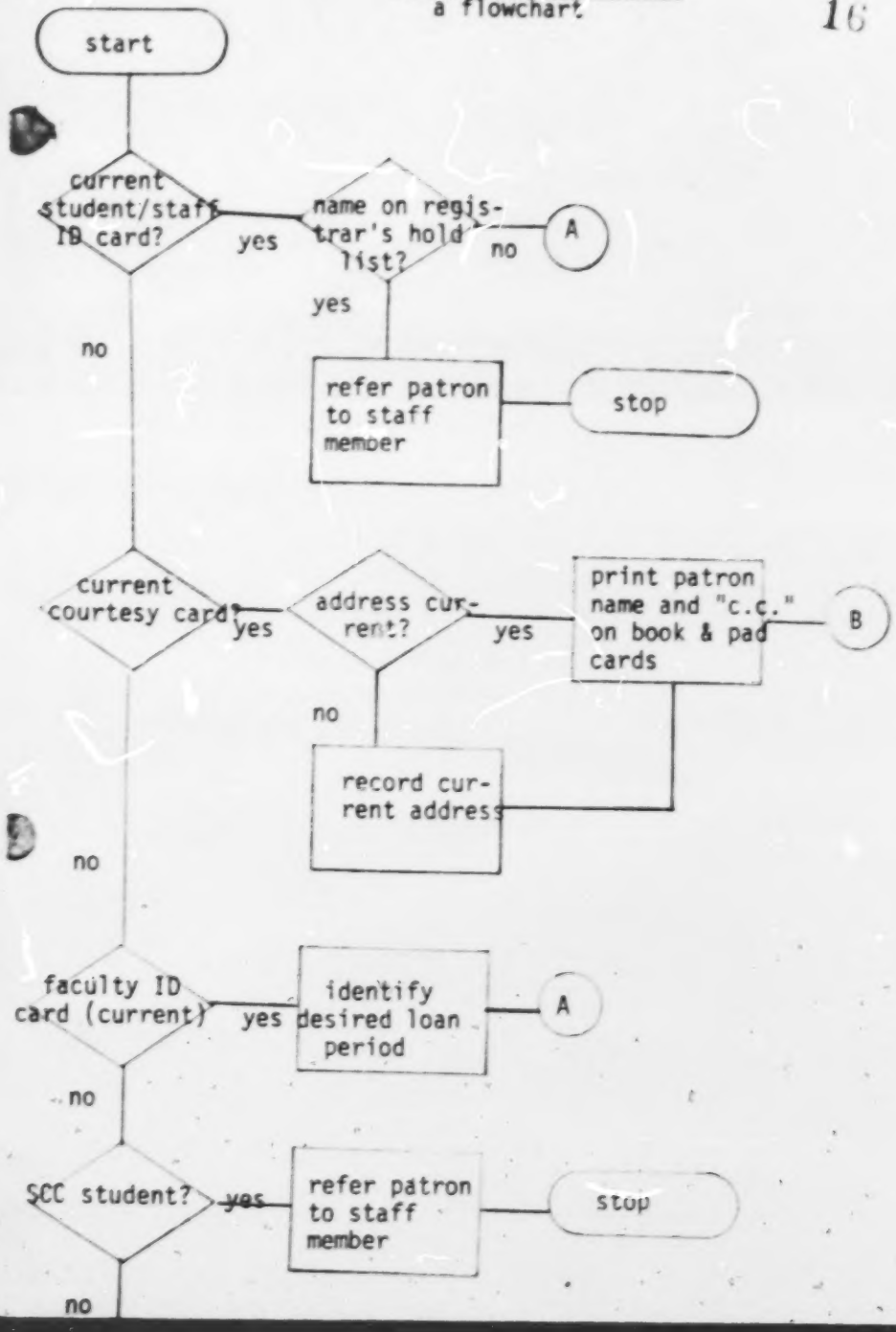
4. Stamp the card for the appropriate time period. Also stamp the pad card for the same period of time.

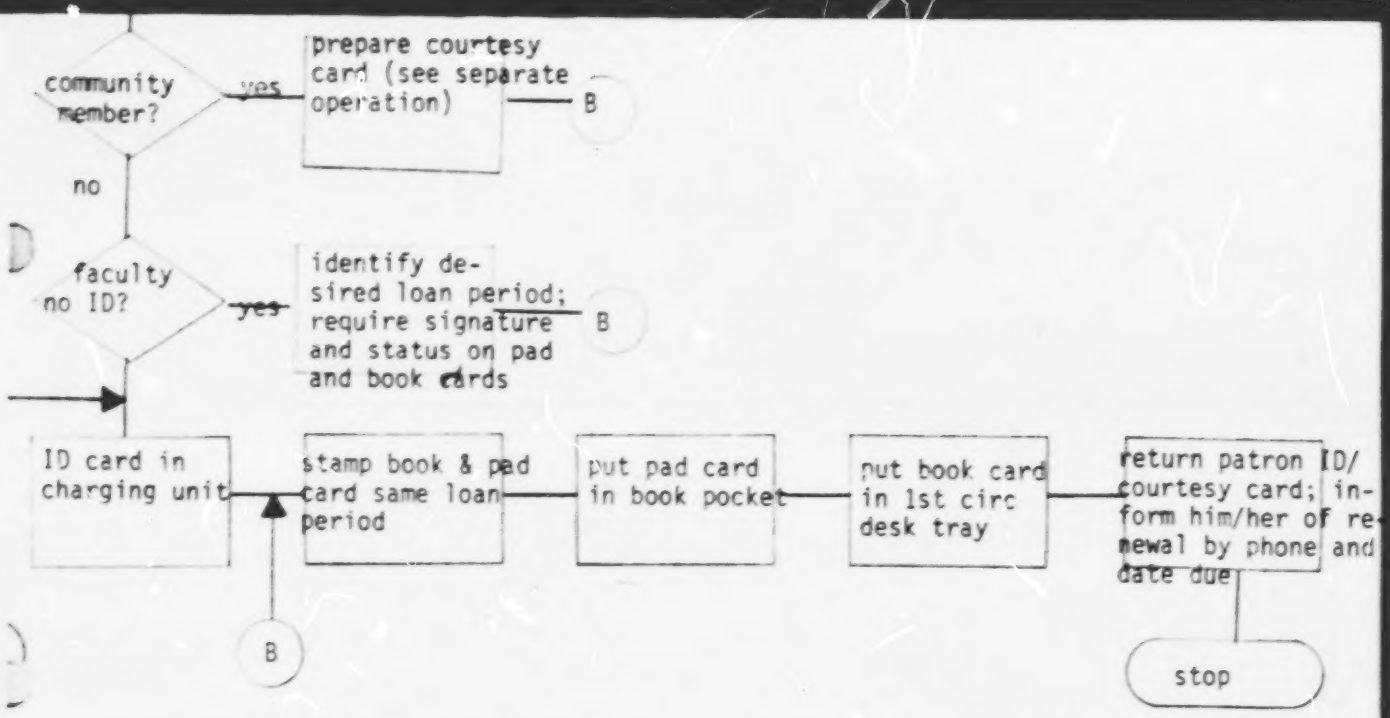
5. Put the pad card in the pocket of the book.

6. Put the book card in front of the first tray of the circulation file.

7. Return the ID card to the student and give him/her the book or books telling him/her when the book(s) is due and that the materials may be renewed by phone.

BOOKS - CHARGING OUT
a flowchart




community member?
yes
prepare courtesy card (see separate operation)
B
no
faculty no ID?
yes
identify desired loan period; require signature and status on pad and book cards
B
ID card in charging unit
stamp book & pad card same loan period
put pad card in book pocket
put book card in 1st circ desk tray
return patron ID/ courtesy card; inform him/her of renewal by phone and date due
B
stop

BOOKS, SHELVING FROM CIRCULATION DESK

PRESHELVING

1. Arrange the books on the book truck by checking the spine of each book to see in what area it belongs.

2. Move the cart (after sorting) to the specific areas to shelve the books.

SHELVING

1. Take one book from the book truck and look at the spine to see where it goes.

2. Put the book on the shelf in the proper place. Double check by looking to the right and left of the book after shelving it to see that it is placed in the correct Dewey Decimal order.

BOOKS, SHELVING FROM FLOOR

1. Check the orange shelves, unoccupied chairs, and tables.

2. Take one book and look at the spine to see the specific area in which it is to be shelved.

3. Look at the call number on the book and compare it with the call numbers on the books already shelved. Place the book in the proper space according to the Dewey Decimal classification system.

4. Double check the call numbers back and forward from the book you have shelved to verify its correct, call-number placement.

CLEARANCE FILE

1. This file is a file of all the students' notices that have been cleared. It is in alphabetical order according to the last name of the student.

2. After the "overdues" are done, the notices in front of the overdue file are checked to be sure the names have been crossed off the registrar's hold list.

3. These notices are then filed in the clearance file in alphabetical order by last name of the student.

DAILY STATISTICS

1. Take the statistics clipboard out of the drawer to the left of the circulation file.

2. Take out cards from the front of the first tray.

3. Put cards in filing order.

4. Put a mark in the specific area on the statistics sheet for each card.

5. Be sure to check each card to see if it is an interlibrary loan; if so, use a red mark for it.

ESTABLISHING A HOLD

1. If a patron needs a particular book or periodical that has already been checked out by another patron, you may put a "hold" on that material.

2. Fill out an appropriate "hold" form which is kept in the far right circulation tray. Be sure that you record the patron's name and phone number, (or address, if no phone number is available.)

3. Paperclip this hold form to the circulation card, and refile it in the circulation file. Tell the patron when the material is due, and that we will call them when it is returned.

HOLDS - CHECKING IN

1. If the library material that you are checking in has a "hold" form paperclipped to its circulation card, check in the material as usual, then place it on the circulation hold shelf with the "hold" form clipped to the outside of the material. A library staff member will then try to reach the patron who is waiting for the material.

FILING BOOK CARDS

1. Look at the date due on the book card.

2. Look at the date due colors list on front of the first tray of the circulation file to find which color of sleeves to use.

3. When you find the color the cards are to be sleeved with, go to the colored sleeves' drawer and get the proper color of sleeves.

4. Put appropriate sleeve on each book card and file in call number order in the circulation trays. (Exception: bestsellers and paperbacks are filed alphabetically by main entry -- usually the author's last name.)

FILING PERIODICAL CARDS

1. File these cards alphabetically by title and chronologically by date.

HEAD PHONES, CHECK-IN

1. Give patron his/her ID card. (Double-check to make sure it is the correct one.)

2. Clean headset before storing and reshelving.

HEAD PHONES, CHECK-OUT

1. Ask patron for ID card. If patron has a backpack, briefcase, etc. ask him/her to leave it at point of check-out.

2. Take ID card of the patron and place in the pocket of headphone box.

3. Enter a mark in the appropriate space in the purple "Headphones" book on the counter.

ISSUE OF COURTESY CARDS

1. Courtesy cards are issued to patrons who are not currently enrolled at S.C.C. or at S.F.C.C., and who do not have current faculty or staff cards.

2. Have the patron fill out the top part of the courtesy card application form.

3. Ask to see some identification which includes the patron's correct address, (preferably a Washington driver's license.) Record the type and number of the identification in the appropriate blanks on the courtesy card form.

4. Type the patron's name, address, and phone number on the courtesy card itself, located in the lower left hand corner of the application.

5. Have one of the library staff members sign the courtesy card and put an effective date on it.

6. Tear out the card from the application form, and give it to the patron, telling them how long the card is good for. Also tell them to present their card whenever they wish to check out library material, and tell them that they may renew materials only once with a courtesy card.

7. Next, write the patron's last name on the left hand side of the application form.

8. File the application form in the courtesy card file alphabetically by the patron's last name.

MICROFICHE FILING (PERIODICALS)

1. The title of the magazine should be listed at the top of the microfiche.

2. File the microfiche alphabetically and chronologically according to the date of the microfiche in the appropriate storage area.

MICROFICHE FILING (COLLEGE CATALOGS)

1. File the microfiche alphabetically according to state and numerically according to the number in the right hand corner of the microfiche.

2. Each year has a different color for the microfiche, so be sure you file them with the right year.

MICROFICHE READER

1. The microfiche reader is located at the south end of the library in the multi-type resource area.

2. Turn the machine on by flipping the switch underneath the front of the machine.

3. Pull out the carrier until the glass slide can accomodate the fiche.

4. Insert the fiche into the carrier. Hold on to the end that has the title. The bottom of the fiche is the first in the reader. (The reading matter is face-up, but directed away from you.)

5. After inserting the fiche into the carrier, push the carrier all the way in. The focus knob is on the right side of the Reader.

6. After you have finished looking at the fiche, pull the carrier towards you until the glass once again comes up.

7. Take the fiche out and refile it.

8. Turn off the machine and push the carrier back into the machine.

OVERDUE BOOKS - CHECK-IN

1. Open the book to find the pocket with the call number on it.

2. Look in the circulation tray and get the corresponding card. The card that is overdue should have a black sleeve on it.

3. Take out the circulation card from the tray and put it in the book.

4. Take out the pad card from the overdue book and put it with the other pad cards in the circulation tray.

5. Take a scratch piece of paper and write the date the book was turned in and put this piece of paper in the book with the card and set it below the circulation center in the appropriate place.

PERIODICALS, CHECK-IN (INCLUDING COLLEGE CATALOGS)

1. Take the periodical out of the book return.

2. Look at the title and the date of the periodical on the front cover.

3. Look up the periodical in the periodical sections of the circulation file. It should be listed alphabetically.

4. Take out the orange periodical card from the circulation file and make sure the title and the date match the periodical and that the patron's name is the same on both the pad card and the periodical card.

5. Take out the pad card and put it with others in the file.

6. Put the periodical card in the pocket of the periodical.

7. Put the periodical in the appropriate area to be shelved.

PERIODICALS, CHECK-OUT (INCLUDING COLLEGE CATALOGS)

1. Ask student for his/her ID card and check the registration hold list.

2. Put the card in the charging unit.

3. Check the periodical to be sure it is ready for circulation.

4. Take the periodical card and put it in the charging unit. Push the button for one week. Also take the pad card and push the button for one week.

5. Put the pad card in the pocket of the periodical.

6. Put the periodical card in first tray of the circulation file.

7. Give the ID card and the periodical back to the student and tell him/her when the magazine is due and that the material may be renewed by phone.

PERIODICALS, RETRIEVING

1. Take the periodicals request slip from the student and go to the periodical stacks and get the magazine.

2. If we have the magazine put a "check mark" next to the "yes" on the periodical request slip.

3. If we do not have the magazine, put a "check mark" beside the "no".

4. Give the magazine to the student and keep the periodical request slip and put it in the special box for these cards located in the periodical pre-shelving area adjacent to the closed storage.

PERIODICALS, SHELVING

1. Periodicals are shelved in alphabetical order by title. The order corresponds to that found in SCC's Guide to Periodicals, a copy of which is located nearby and throughout the library.

   They are stored in boxes called standing files. Within each standing file are periodicalswith the same title. If you take a standing file from the shelf and turn it so that the label is facing away from you, the oldest magazine in the file should be on your left and the most recent magazine in the file should be on your right. All the issues in between should be in exact chronological order.

2. Before you begin to shelve periodicals, pre-arrange them into alphabetical, and then chronological, order.

3. If it is difficult to decide exactly what the title of a magazine is, look inside it for clues. Do not guess about what the correct title might be. Ask a member of the library staff to help you.

   IMPORTANT! The cover title of each magazine you shelve should match exactly the cover title of all magazines in the standing file.

4. If there is no more room in the file for another issue, place the magazine in the pre-shelving area in a box marked: "Needs Standing File." Place the standing file which is filled to capacity on the shelf in the pre-shelving area marked: "Standing Files - Labels",so that a closing date can be made.

5. If no standing file can be found for a given periodical title, place it in the box marked: "Shelving Problems."

6. Periodicals which come in the format of a newpaper are stored separately from the others. They are placed, face up, one on top of the other, in the far right periodical stack sections. The most recent issue of a title is on the top; the oldest at the bottom, of each stack. All issues in between should be in exact chronological order.

7. Some newspapers are kept for three months; others for a year or more, depending upon their space requirements. Storage policies are stated in the "Holdings" in the SCC Guide to Periodicals. Newspapers are placed at the delivery exit, just inside the glass doors, as they are weeded from the stacks.

PERIODICALS, SORTING

1. Take the periodicals from the book truck back to the periodical section. Place the periodicals in the proper place specified for them on the shelf to be put away.

PERIODICALS, SHELVING FROM SORTING AREA

1. Take the periodicals from the sorting area and go to the proper section of the closed periodical storage area.

2. Open the specific section in which the periodical belongs.

3. Locate the proper periodical title.

4. File the periodical according to date in the correct standing file. As the standing file is held with the spines of the magazines facing you, they should be in correct, chronological order, reading from the left to the right.

5. After you are finished, reconnect the cord to the adjacent unit.

RECORDERS, CHECK-IN (WHEN USED IN LIBRARY)

1. Ask patron's name.

2. Locate his/her ID card in pocket of headphone box, along with green card.

3. Make sure the information on the green card matches the information on the ID card of the patron and the state number found on the recorder.

4. Return the patron's ID card, clean the headphone set before reshelving, refile the green, recorder card in the appropriate place.

5. Reshelve recorder.

RECORDERS, CHECK-OUT

1. Ask patron for ID card.

2. Select the green card and a recorder with matching state numbers. The cards are found in the file marked "Recorders" behind the guide card "Recorders - In", in numerical order.

3. Locate the correct envelope for the recorder. It will have a pocket and card affixed to it with a number corresponding to the state numbers.

4. Stamp both the file card and the recorder card with the date due. Print the patron's name and ID number on each card also. Ask the patron to read the statement on the file card so that he/she understands the responsibility involved in checking out the recorder.

5. Place the file card in the envelope pocket. Place the cassette recorder in the envelope.

6. Place check-out card in the file marked "Recorders" in front of other cards in the box. When an addition to the day's circulation count has been made, the card can be filed in back of "Recorders.- Out", in numerical order by state number.

RECORDERS, RETURN

1. Take recorder out of envelope. Take card out of pocket on envelope and exchange it for recorder card filed behind guide card "Recorders - Out", making sure that all information matches <u>exactly</u> (i.e., patron's name, ID number, state numbers, date due.)

2. Place envelope under counter and reshelve recorder in appropriate area. Refile card behind guide card "Recorders - In".

RESERVES, CHECK-IN

1. When the reserve book comes in, look at the spine of the book to find the reserve book number.

2. Look in the reserve section of the tray to find the corresponding circulation card.

3. Check to see that the reserve book was returned on time. If not write on a piece of paper what time it was returned and give it to Sara.

4. Place the card in the reserve book.

5. Take the pad card out of the book and put it in the bin with the other pad cards.

6. Take the reserve book to the reserve book shelf and file it numerically.

SNAGS

1. When checking in library materials, you will occasionally find something that has been checked out, but the circulation card cannot be found for it.

2. On a slip of scratch paper, write "returned" with today's date, and put this slip in the pocket of the material. Put this snag on the appropriate shelf under the circulation desk.

TRANSFERRING A TELEPHONE CALL

1. If a telephone call is for someone who works in another part of the library, ask the person calling to wait just a moment.

2. Look up the extension number for the person who is receiving the call. There is a list of library staff members and departments taped to the desk near the telephone.

3. Lightly push down the receiver button of the telephone, then dial the extension number.

4. If no one answers the line by the third ring, lightly push down the receiver button again, and you will be re-connected to the original party who is calling in. Ask if you may take a message, and record any information on a "While you were out" form, located on the circulation technician's desk.

5. If you do get an answer when you dial the extension number, tell the person who answers, "I have a call for you", and if they say "okay", hang up the telephone, and they will be connected with the original calling party.

6. If you have any problems with transferring a call, you can push the red "hold" button on the front of the telephone, and your original party will not be disconnected. Find a staff member to help you complete the transfer of the call.

VERTICAL FILE, CHECK-IN

1. Take the VF material out of book return.

2. Open the envelope and remove the material. Look on the back of the material to find out what the subject heading is.

3. Go to the VF section in one of the trays and locate the green card with that subject heading. Be sure the number of items listed on the green card match the number of materials returned. If they match, put the VF material in the box under the circulation center to be filed.

4. Put the envelope in the appropriate area.

5. Tear up the green card and place the pad card back with the others in the circulation file.

VERTICAL FILE, CHECK-OUT

1. Ask the student for his/her ID card and check the registrar's list.

2. Put the card in the charging unit.

3. Take out green card. Check to see if any of the VF materials are padded.

4. Record the assigned VF subject heading, located on a label on the back of the material, on the card.

5. Underneath the subject heading, in parentheses, ( ), list how many items are being checked out under that specific heading.

6. Put green card in the charging unit and stamp it for one week.

7. Stamp pad card and place it in the pocket of the manila envelope. Put the VF material inside the envelope.

8. Return the ID card to the student along with the VF material and tell him/her how long it may be kept. Put stamped green card in front of the first tray in the circulation file.